



**EPA Performance Appraisal and Recognition System  
Performance Plan Coversheet  
AFGE Bargaining Unit**

Employee Name  
Karen Reshkin

Title, Series, Grade  
GS-1035-13

Performance Period  
10/1/2013-9/30/2014

Organizational Location  
R5/OEC/WCS

**PRIVACY ACT STATEMENT**

The maintenance of this information is governed by Privacy Act system of records OPM/GOVT-2. The authority for the maintenance of this system is 5 U.S.C. 1104, 3321, 4305, and 5405, and Executive Order 12107. This information is required. Not providing this information may hinder the Agency's ability to process personnel actions concerning you. This information is used to define the critical elements, performance standards, and performance measures directly related to your job. It will be used to document your mid-year review, any other reviews, and your end of year rating. The information may also be used in connection with selection for and publication of cash and honor awards; other personnel actions based on performance such as training and development decisions; the hiring or retention of an individual or the issuance of other benefits; relevant judicial or administrative proceedings; law enforcement purposes; personnel research or survey purposes; and negotiated grievance procedures. Disclosure may also be made to the MSPB, the EEOC, and other Federal agencies for purposes authorized by law; to a Congressional office at your request; and to officials of labor organizations when relevant and necessary to their duties as exclusive representatives of Federal employees. This is a summary of the routine uses for these records. For a full description of this system notices, including routine uses, see 65 FR 24737 (Apr. 27, 2000).

**Do Not Remove this Coversheet until the Entire Form Is Placed in the Employee  
Performance File in the Servicing Human Resources Office.**



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**SECTION 1. DETERMINING CRITICAL ELEMENTS AND SETTING STANDARDS**

My supervisor and I have discussed the critical elements that I will be rated upon during the course of this rating period.

Employee's Signature and Date <i>Karen Reshkin</i> 20 Nov. 2013	Supervisor's Signature and Date <i>[Signature]</i> 11-20-2013
Individual being rated is a: <input type="checkbox"/> Supervisor <input type="checkbox"/> Manager <input type="checkbox"/> Team Leader <input checked="" type="checkbox"/> Employee	

**Linking CEs:** It is important that critical elements (CE's) be linked to the Agency Strategic Plan, or to a Regional Strategic Plan, as appropriate. The Plan contains five long-term, results-based environmental goals. It also describes seven Cross-Goal Strategies. If you link a CE to a Goal, then use the relevant objective(s) to more specifically define the linkage. If your duties include the performance of cross-Agency or cross-media work (including administrative, financial or legal support functions, or information management) then it may be more appropriate to link each CE to a Strategy, rather than to an environmental Goal. For management and support functions not captured by the seven Cross-Goal Strategies, use the alternative linkage statement: *This work is an enabling and support function that supports the outcomes of all five of the Agency's strategic goals.*

Indicate which Strategic Plan Goal(s) is/are linked to the Critical Elements for this position:  
This work is an enabling and support function that supports the outcomes of all five of the Agency's strategic goals.

**SECTION 2. PROGRESS REVIEW(S)**

	Mid Year Review (Required)	"Other" Review (Optional)	"Other" Review (Optional)
Supervisor's Initials and Date PC 5/5/14			
My supervisor and I have discussed my performance for this period in relation to my performance standards and measures.			
Employee's Initials and Date <i>KAR</i> 5/5/14			Employee Comments <input type="checkbox"/> attached <input type="checkbox"/> not attached

**SECTION 3. END OF YEAR RATING**

<b>Summary Rating Levels*</b> <input checked="" type="checkbox"/> Outstanding <input type="checkbox"/> Minimally Satisfactory <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Unacceptable <input type="checkbox"/> Fully Successful * See next page for definitions and additional guidance	<b>Learning and Development</b> My supervisor and I have discussed my training needs for the year and an Individual Development Plan (IDP). <input type="checkbox"/> is attached <input type="checkbox"/> is not attached
My supervisor and I have discussed my performance for the calendar year in relation to my performance standards and measures. My supervisor has informed me of my rating of record.	
Supervisor's Signature and Date <i>[Signature]</i> 10/27/2014	Employee's Signature and Date <i>Karen Reshkin</i> 27 October 2014
Higher Level Supervisor's Signature and Date	Employee Comments <input type="checkbox"/> attached <input type="checkbox"/> not attached



# EPA Performance Appraisal and Recognition System

## Performance Plan Coversheet

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#### Definitions of Summary Rating Levels

<b>Outstanding</b>	<p>*Consistently proposes new, creative approaches and practical ideas that are accepted by fellow workers and incorporated into day-to-day work operations to improve efficiency and effectiveness of the work.</p> <p>*Coworkers are motivated and energized by employee's actions and the employee is often sought for advice concerning complex, controversial, and difficult issues prior to implementation.</p> <p>*Employee is consistently proactive, demonstrates initiative, and uses exceptional judgment.</p> <p>*Understands the political realities of situations, keeps supervisor and/or Team Leader informed of issues and problems and uses discretion in keeping sensitive matters confidential.</p> <p>*Employee most often resolves problems independently and effectively eliminates problems from happening without supervisory intervention or assistance.</p> <p>*Employee makes significant contributions to the mission and priorities of the unit, office, region and constituencies on a regular basis.</p>
<b>Exceeds Expectations</b>	This level signifies that the results achieved are clearly beyond what could be reasonably expected for Fully Successful performance.
<b>Fully Successful</b>	This level signifies the employee's performance results achieved are those that can be reasonably expected of any employee on the job in order to fully and adequately achieve assigned responsibilities.
<b>Minimally Satisfactory</b>	This level signifies that there is a performance-related problem(s) although the performance has not reached "Unacceptable" in any Critical Element. The employee demonstrates limited ability in producing work of acceptable volume and/or quality within established timeframes; or exhibits limited sense of personal responsibility and accountability in work assignments; or experiences difficulty in addressing new or unusual work situations under normal pressure; or requires frequent guidance and assistance from supervisor or others. When performance is rated at this level, informal assistance in the form of a Performance Assistance Plan (PAP) must be provided to the employee to help improve his/her performance to "Fully Successful."
<b>Unacceptable</b>	This level signifies the performance of the employee consistently fails to meet the established performance standards in one or more critical elements of the employee's position. When performance is rated at this level, a performance Improvement Plan (PIP) must be implemented to help the employee improve his/her performance to "Fully Successful."

#### Determining Summary Performance Ratings

Apply the following process to determine the summary performance rating level for the year:

<b>Outstanding</b>	For a summary performance rating of Outstanding, one half or more of the Critical Elements are rated Outstanding <b>and</b> none of the Critical Elements are rated lower than Exceeds Expectations.
<b>Exceeds Expectations</b>	For a summary performance rating of Exceeds Expectations, one half or more of the Critical Elements are rated Exceeds Expectations <b>and</b> none of the Critical Elements are rated lower than Fully Successful.
<b>Fully Successful</b>	For a summary performance rating of Fully Successful, the majority of the Critical Elements are rated Fully Successful, <b>and</b> none of the Critical Elements are rated lower than Fully Successful.
<b>Minimally Satisfactory</b>	For a summary rating of Minimally Satisfactory, one or more Critical Elements are rated Minimally Satisfactory <b>and</b> none of the Critical Elements are rated Unacceptable.
<b>Unacceptable</b>	For a summary rating of Unacceptable, one or more Critical Elements are rated unacceptable (Unacceptable).



# EPA Performance Appraisal and Recognition System

## Performance Plan and Summary Appraisal Package

### Agency Benchmark Standards

#### AFGE Bargaining Unit

**Instructions for Applying Standards:** Ratings at all levels must be evaluated in the context of the grade level and job duties of the individual employee to the extent they apply to the critical element.

<b>Outstanding</b>	Delivers products or services that, to an extraordinary degree, support the Agency's strategic plan, programs, policies, organizational annual performance plans, or budget priorities. Products or services are of exceptional quality and provide exemplary models for addressing the most difficult and complex work challenges and demonstrate the highest levels of creativity, skill, and knowledge of subject area. Products are consistently produced ahead of the expected timeframes and reliably comply with applicable statutes, regulations, and established policies and procedures. Adjusts with exceptional quickness and ease to changing priorities, consistently taking the lead. Products or services demonstrate exceptional research and analysis. Exhibits exceptional skills in independently planning, organizing, and prioritizing multiple assignments. Consistently develops and offers suggestions for organizational and work process improvements that substantially increase results, efficiency, or effectiveness. Communicates verbally and in writing with exceptional clarity and effectiveness, often on topics or issues that are emerging and without precedent. Written materials are always well received and easily understood by a range of individuals and groups and significantly promote the Agency's programs and mission. Provides exceptional leadership in promoting teamwork and collaboration across organizations. <i>Measures and metrics may be included.</i>
<b>Exceeds Expectations</b>	Delivers products or services that, to a degree beyond what can reasonably be expected, support the Agency's strategic plan, programs, policies, organizational annual performance plans, or budget priorities. Products or services are of superior quality and provide excellent models for addressing the most difficult and complex work challenges and demonstrate high levels of creativity, skill, and knowledge of subject area. Products or services are frequently produced ahead of the expected timeframes and reliably comply with applicable statutes, regulations, and established policies and procedures. Adjusts quickly to changing priorities, often taking the lead. Products or services demonstrate high quality research and analysis. Exhibits excellent skills in independently planning, organizing, and prioritizing multiple assignments. Frequently develops and offers suggestions for organizational and work process improvements that increase results, efficiency, or effectiveness. Communicates verbally and in writing with excellent clarity and effectiveness, often on topics or issues that are emerging and without precedent. Written materials are consistently well received and easily understood by a range of individuals and groups, significantly promoting the Agency's programs and mission. Provides high quality leadership in promoting teamwork and collaboration across organizations. <i>Measures and metrics may be included.</i>
<b>Fully Successful</b>	Delivers products or services that support the Agency's strategic plan, programs, policies, organizational annual performance plans, or budget priorities. Products or services are of a good quality and provide good models for addressing work challenges and require high levels of creativity, skill, and knowledge of subject area. Products are produced within the expected timeframes and reliably comply with applicable statutes, regulations, and established policies and procedures. Adjusts to changing priorities. Products or services demonstrate thorough research and analysis. Exhibits effective skills in independently planning, organizing, and prioritizing multiple assignments. Develops and offers suggestions for organizational and work process improvements that increase results, efficiency, or effectiveness. Effectively communicates verbally and in writing. Written materials are well received and easily understood by a range of individuals and groups, promoting the Agency's programs and mission. Promotes teamwork and collaboration across organizations. <i>Measures and metrics may be included.</i>
<b>Minimally Satisfactory</b>	Delivers products or services that marginally support the Agency's strategic plan, programs, policies, organizational annual performance plans, or budget priorities. Products or services demonstrate occasional deficiencies in creativity, skill, and knowledge of subject area. Products or services are occasionally produced in an untimely manner or do not comply with applicable statutes, regulations, and established policies and procedures. Has some difficulty adjusting to changing priorities. Products or services sometimes lack adequate research and analysis. Occasionally demonstrates difficulty with independently planning, organizing, and prioritizing multiple assignments. Infrequently offers suggestions for organizational and work process improvements that increase results, efficiency or effectiveness. Verbal and written communications lack clarity. Written materials are generally not well received or understood by a range of individuals and groups. Infrequently promotes teamwork and collaboration across organizations. <i>Measures and metrics may be included.</i>
<b>Unacceptable</b>	Often delivers products or services that do not support the Agency's strategic plan, programs, policies, organizational annual performance plans, or budget priorities. Products or services demonstrate frequent deficiencies in creativity, skill, and knowledge of subject area. Products are not produced in a timely manner and do not comply with applicable statutes, regulations, and established policies and procedures. Often has difficulty adjusting to changing priorities. Products or services often lack adequate research and analysis. Often demonstrates difficulty with independently planning, organizing, and prioritizing multiple assignments. Rarely offers suggestions for organizational and work process improvements that increase results, efficiency or effectiveness. Verbal and written communications often lack clarity. Written materials are frequently not well received or understood by a range of individuals and groups. Does not promote teamwork and collaboration across organizations. <i>Measures and metrics may be included.</i>



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**CE 1: Assignments for the operation and maintenance of EPA's website are completed.**

**Strategic Plan elements supported by this CE:**

*This work is an enabling and support function that supports the outcomes of all five of the Agency's strategic goals.*

Assumptions:

**Employee Performance Must be Evaluated against the Agency Benchmark Standards.**

**Measures and Metrics:**

Web content and web posting assignments are managed and monitored in accordance with pertinent guidance, Agency/program policy and other statutes accurately and in a timely manner.

Web pages are reviewed and/or prepared accurately, in a timely manner, with a reasonable amount of rework/revisions, and in accordance with Agency guidance and procedures.

Participates in EPA Web Council calls and activities.

Uses web traffic analysis and other analytics techniques to perform focused studies of parts of Region 5's web presence; measure their effectiveness and suggest strategies for improvement.

Conducts user testing within constraints of budget, technology and travel

Researches and recommends technology and training for web staff.

Suggests and helps implement procedures and best practices for the efficient operation and maintenance of web content. This includes finding ways to use MyWorkplace and other collaboration tools to improve the section's effectiveness.

**Supervisor's Notes (may be continued on last page): \***

*Karen is extremely conscientious and shows great initiative in looking for ways to improve the Region's web content. During her stint as section chief, she did an excellent job of leading the section and helping get new staff on board.*

**\* Written highlights are required to support an element rating of Outstanding, Minimally Satisfactory, or Unacceptable.**

Rating: ☒ Outstanding ☐ Exceeds Expectations ☐ Fully Successful ☐ Minimally Satisfactory ☐ Unacceptable



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**CE 2: Assignments for the implementation of OneEPA Web are completed.**

**Strategic Plan elements supported by this CE:**

*This work is an enabling and support function that supports the outcomes of all five of the Agency's strategic goals.*

Assumptions:

**Employee Performance Must be Evaluated against the Agency Benchmark Standards.**

**Measures and Metrics:**

Serves as editor-in-chief for assigned topics.

Completes required trainings.

Coordinates effectively with staff in other parts of the Agency.

Follows prescribed procedures for creating OneEPA content.

Reviews OneEPA Web projects.

Helps track status and develop schedules for all the Region's OneEPA Web projects

**Supervisor's Notes (may be continued on last page): \***

Karen is a leader nationally on the oneEPA effort. Her work has not only helped the Region, but has benefited the entire Agency. She is a "go-to" resource for the entire section anytime a question of policy or procedure pops up.

\* Written highlights are required to support an element rating of Outstanding, Minimally Satisfactory, or Unacceptable.

Rating: ☒ Outstanding ☐ Exceeds Expectations ☐ Fully Successful ☐ Minimally Satisfactory ☐ Unacceptable



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**CE 3: Working relationships with internal/external customers, partners and stakeholders are established and maintained.**

***Strategic Plan elements supported by this CE:***

*This work is an enabling and support function that supports the outcomes of all five of the Agency's strategic goals.*

Assumptions:

**Employee Performance Must be Evaluated against the Agency Benchmark Standards.**

**Measures and Metrics:**

Requests to individuals/groups are transmitted in a timely manner such that project schedules are not delayed and the other groups have the full time allowed to provide their responses.

Requests from other individuals/groups are responded to with accurate, timely information such that they can meet their deadlines with quality work products.

Program knowledge and technical expertise are shared with other staff and by mentoring new staff.

Programmatic/administrative issues are raised to management. When requested, participates in Work Groups and Special Projects.

Works well as a member of a team: takes responsibility for assigned duties and backs up other members of the web group as needed.

Supervisor's Notes (may be continued on last page): \*

\* Written highlights are required to support an element rating of Outstanding, Minimally Satisfactory, or Unacceptable.

Rating: ☐ Outstanding ☒ Exceeds Expectations ☐ Fully Successful ☐ Minimally Satisfactory ☐ Unacceptable